

START-UP  
FILE

(IN)

DATE: 4-4-94  
TIME: 10:30  
FILE #: \_\_\_\_\_  
CALL IS TO / FROM CUSTOMER

# RECORD OF TELEPHONE CALL

CUSTOMER NAME: CHARLES AUSTIN DEALER: \_\_\_\_\_  
ADDRESS: 229 E MOUNT KIRK AVE ADDRESS: \_\_\_\_\_  
NORRISTOWN, PA 19403  
PHONE: 610-539-0241 PHONE: \_\_\_\_\_  
PRODUCT: 700 CODE/S/N: \_\_\_\_\_  
CALIBER: \_\_\_\_\_

## CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY / CALM \_\_\_\_\_ PLEASED  
AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY / CALM \_\_\_\_\_ PLEASED

CUSTOMER CONCERN: 60 MIN SEGMENT - ALSO, SEE  
ATTACHED LETTER

RESOLUTION: SEND RIFLE SHIPPING BOX + ISSUE  
UPS CALL TAG

COMMENTS: CUST. - "HAD SOME WORK DONE ON  
TRIGGER BY YEAGER."